



Star of the Sea School ***Grievance Procedures for Parents*** **2020**

Not Sure Who to Ask?

All general enquiries and referrals can be addressed through the Front Office. Below is a list of people associated with particular areas:

Principal

Damian Weeks

Deputy Principal

Matt Perry

Assistant Principal Religious Identity and Mission

Stella Foley (APRIM)

Enrolments

Vivian De Palma – Ph: 81157400

School Fees

Jane Leonard

Out of School Hours Care

Laura Artis – Ph: 81157403

Purchasing of School Uniforms

Devon

Administering of Student Medication

Lisa Sghirripa

Music Program

Cathie Turner

Resource Centre (Library)

Helen Kolaczkos

Inclusive Education

Matt Perry

Literacy Assessment

Marian Izzo

Curriculum/Child Matters

Ali Rebuli

Skye Llewellyn

Learning Assistance Program (LAP)

Vivian De Palma

School Board

Phillip Reichelt

Parent Community Committee

Ros Stephens

Physical Education

Kristen Victory

Sport General

Kristen Victory

Newsletter

Vivian DePalma

School Counsellor

Liz Lodge

If you have a concern

*Some helpful hints from Barry Dwyer, author of
"Parents Teachers Partners"*

There are times when things can go wrong in any school. Teachers are human beings and suffer the same frustrations, and difficulties as other members of our species.

A parent may be aware of what seems to be an act of significant insensitivity or even injustice, an inappropriate punishment or inadequate learning opportunities—and feel that he or she must do something about it. Here are some ideas that may be worth considering when about to approach the school or a teacher with a problem of some kind.

1. Keep an open mind. You may not have all the facts. The first task is to seek clarification.
2. Don't begin your search for a solution by sending an angry letter to the teacher or principal. The normal human response is to be defensive.
3. Make an appointment, or at least think carefully about the best time to make contact. For example, it would be most inappropriate to interrupt a class or to catch the teacher while he or she is busy teaching or organising learning tasks in the morning.
4. Approach the teacher or principal in a friendly manner. Adopt the attitude that there is a misunderstanding we need to clear up or a problem we need to solve together.
5. Begin by expressing an overall appreciation of the work being done, or at least, an understanding of the difficulties.
6. Remember the challenge is for two people, with shared hopes for this particular student, to solve a problem in a way which benefits everyone.
7. Try to avoid "going over people's head" with a complaint. Once you have done this it is very hard to re-establish a trusting relationship.
8. If, after a little time, it appears everything has been sorted out, you might write a note of appreciation to the teacher or principal and offer continuing support. This strengthens the partnership between home and school.